

Federal Highway Administration

ORC and UPACS Registration Procedures

The User Profile and Access Control System and
Operational Research Consultants Process



U.S. Department of Transportation
Federal Highway Administration

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Introduction

The User Profile and Access Control System (UPACS) is the single sign-on security system used to access certain nationwide Federal Highway Administration (FHWA) applications. All State departments of transportation (DOTs), metropolitan planning organizations (MPOs), and other select nonfederal government agencies and their contractors are required to be authenticated through the Operational Research Consultants (ORC) process for access to FHWA applications through UPACS.

ORC is a Federal Government approved eAuthentication™ service center that enables users to get access to FHWA applications using login identifications (identity Level 2 credentials) established from their verification process. All FHWA applications accessed through ORC require Level 2 credentials.

eAuthentication was created in response to an intergovernmental memorandum to the heads of all Government departments and agencies on December 16, 2003. The memorandum was issued through the Executive Office of the President, Office of Management and Budget (OMB Memorandum M04-04).

eAuthentication works through an association with a trusted credential issuer (i.e., ORC), making it necessary for the user to login into ORC's site to obtain the authentication credentials. Those credentials, or eAuthentication identifications, are then transferred to the UPACS establishing the required authentication.

The ORC registration process and the UPACS registration process are independent. It is recommended that you apply for ORC Level 2 credentials first as this process can take several days after you submit your application. Then you will need to register for a UPACS account. After both of these separate user identifications have been established with the proper credentials, you will be able to access FHWA's systems. The final step is to communicate with a point of contact (POC) for the FHWA application that you need. The POC will grant you the proper rights and permissions.

This document explains the procedures for registering for ORC Level 2 credentials and a UPACS account.

Establishing ORC Level 2 Credentials

-1-

Go to <https://saml2.orc.com/>. The ORC Login screen is displayed. Click the **Register** button in the **New Token User** section. See figure 1 below.

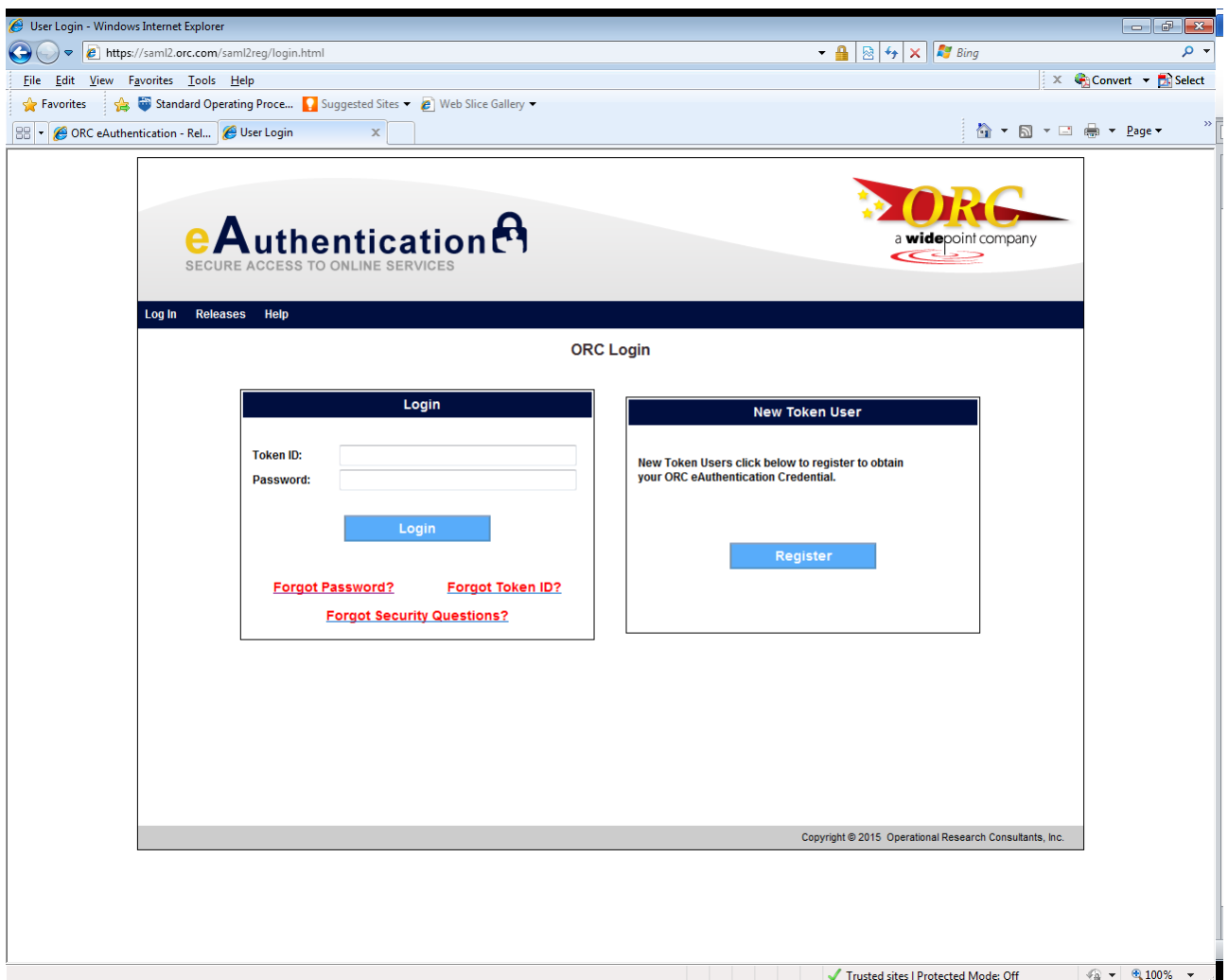


Figure 1: ORC eAuthentication login screen.

-2-

The **Step 1 of 5 - ORC eAuthentication - New Token Registration** screen is displayed. Click the **(FHWA) – UPACS** checkbox. Click the **Continue** button. See figure 2 below.

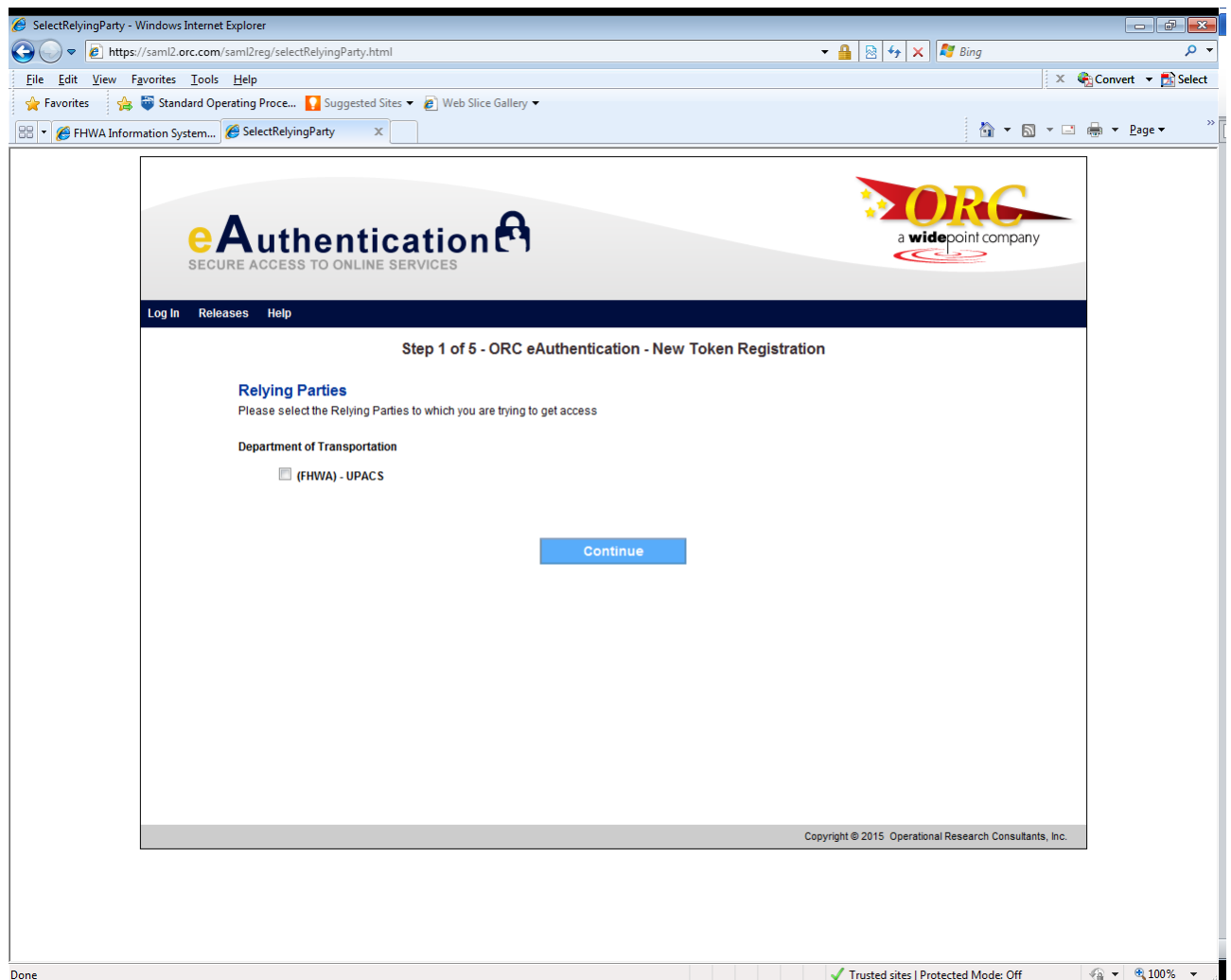


Figure 2: Step 1 of 5.

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The **Step 2 of 5 ORC eAuthentication - New Token Registration** screen is displayed. Fill out all the required fields. (Note: use legal names, not nicknames.) You will be asked for the following information: name, birth date, place of birth, social security number, home address, email, and telephone numbers. After completion of the fields, click the **Submit** button. See figure 3 below.

Step 2 of 5 - ORC eAuthentication - New Token Registration

* Required fields

Subscriber's Name

Use your full legal name as it appears on your Government Issued Photo ID, Drivers License, Passport, ID Card, etc., when filling out this form.

First Name *
Middle Name ☐ I do not have a middle name
Last Name *
Suffix -- Please Select --

Subscriber's Place of Birth

Country of Birth United States *
City of Birth *
State/Province of Birth -- Please Select -- *
Date of Birth -- Month -- -- Day -- -- Year -- *
Social Security Number XXX - XX - *
(last 4 digits)

Subscriber's Current Home Address. Must match exactly to your Government Issued Ids.
Enter the current physical (street) address of your home. **A PO box is not allowed.**

Country United States *
Address Line 1 *
Address Line 2
City *
State/Province -- Please Select -- *
Postal/Zip Code *

Subscriber's Contact Information

Email *
Confirm Email *

Minimum 2 phone numbers are required.

Home Phone

☐ Is this an international number? - -

Work Phone

☐ Is this an international number? - - Extension

Mobile Phone

☐ Is this an international number? - -

Submit

Figure 3: Step 2 of 5.

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The **Step 3 of 5-ORC eAuthentication-New Token Registration** confirmation screen is displayed. The items in that display include your responses to the following: name, birth date, place of birth, social security number, home address, email, and telephone numbers. Verify that the information displayed on the screen is correct. If you need to make changes, click the **Make Changes** button. Otherwise click the **This is Correct** button. See figure 4 below.

The screenshot shows a web browser window titled "User Registration - Confirm Information Entered - Windows Internet Explorer". The address bar shows the URL "https://saml2.orc.com/saml2reg/regConfirm.html". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar also shows "FHWA Information System..." and "User Registration - Con...".

The main content area displays the "eAuthentication" logo with the tagline "SECURE ACCESS TO ONLINE SERVICES" and the "ORC a widepoint company" logo. Below the logos is a navigation bar with "Log In", "Releases", and "Help".

The main heading is "Step 3 of 5 - ORC eAuthentication - New Token Registration".

The form is divided into four sections:

- Subscriber's Name**
 - First Name: John
 - Middle Name:
 - Last Name: Smith
- Subscriber's Place of Birth**
 - Country of Birth: USA
 - City of Birth: Washington
 - State/Province of Birth: DC
 - Date of Birth: 01/01/1948 (Month/Day/Year)
 - Social Security Number: XXX-XX-1234
- Subscriber's Current Home Address. Must match exactly to your Government Issued Ids.**
 - Address Line 1: 123 Maple Ave
 - Address Line 2:
 - City: Washington
 - State/Province: DC
 - Postal/Zip Code: 20590
 - Country: USA
- Subscriber's Contact Information**
 - Email: larry5517@yahoo.com
 - Home Phone: 202-366-6000
 - Work Phone: 202-366-5000
 - Mobile Phone:

At the bottom of the form are two buttons: "Make Changes" and "This is Correct".

The browser's status bar at the bottom shows "Done" and "Trusted sites | Protected Mode: Off".

Figure 4: ORC Step 3 of 5.

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The **Step 4 of 5 - ORC eAuthentication - New Token Registration** screen is displayed. You will be asked for the following information: token ID with at least eight characters of letters, numbers, and special characters including these symbols: @ _ - . : and password with at least eight characters at least one uppercase letter, one lowercase letter, one number, and one of the following symbols: ([! % & @ # \$ ^ * ? _ ~)]

In addition, you will be required to select 3 security questions and will need to provide your responses to those questions.

Fill out all the required fields and click the **Submit** button. See figure 5 below.

The screenshot shows a web browser window titled "User Registration - Account Creation - Windows Internet Explorer". The address bar shows the URL "https://saml2.orc.com/saml2reg/createUserAccount.html". The page content includes the "eAuthentication" logo and the "ORC a widepoint company" logo. The main heading is "Step 4 of 5 - ORC eAuthentication - New Token Registration". Below this, there are instructions for creating a Token ID and a Password. The form fields are: Token ID, Password, Confirm Password, Security Question 1, Answer 1, Security Question 2, Answer 2, Security Question 3, and Answer 3. A "Submit" button is located at the bottom of the form. The page footer includes "Copyright © 2015 Operational Research Consultants, Inc." and a status bar at the bottom of the browser window showing "Done", "Trusted sites | Protected Mode: Off", and "100%".

Figure 5: ORC Step 4 of 5.

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The **Step 5 of 5 - ORC eAuthentication Registration Form** screen is displayed. Click the **Print This Form** link. Read the instructions carefully. See figure 6 below.

Please be sure to:

- Print out the form.
- Have the form notarized by a notary public.
- Attach a copy of a Government-issued photo identification and a utility bill or other form verifying your name and address (e.g., a checking account statement or a voter registration card).
- Send the form via certified mail to the address listed in the instructions.

Step 5 of 5 - ORC eAuthentication Registration Form

Your Token ID (larry5517@) has been successfully created in the eAuthentication system.

Please [PRINT this form](#) and FOLLOW INSTRUCTIONS on the form.

Thank you for submitting the application for ORC eAuthentication.

ORC eAuthentication Registration Instructions (CSP Level 2) Page 1 of 2

To receive the CSP - Level 2 credential you requested, you MUST complete *all* of the following steps:

1. **Activate** your account by accessing your email account for the Activation Instructions.

If you did not receive the activation email:

- Verify that the email address you provided on the Registration Form (next page) is valid,
- Check your SPAM folder
- Verify that you are not blocking/filtering emails from CSP_DoNotReply@orc.com. Please add this email address to your allowable list of emails. This email account is not monitored.

2. **Verify** your identity (in person) to an ORC representative or a Notary Public, sign the form, and have your signature notarized (or authenticated by the ORC representative).

3. **Copy** the following 2 documents as forms of verification:

3.1 **Primary Document:** A valid current, Government issued Photo ID containing your picture, full legal name, signature, and date of birth, and either physical (street) address of your current residence or nationality (e.g., driver's license or passport). *NOTE: If the address on your driver's License is not your current home/residence, a copy of DMV change of address card must be submitted with it.*

AND

3.2 **Secondary Document:** One of the following:

- **The other primary document, whichever was not submitted as the primary** (must satisfy requirements indicated in 3.1)
- **A financial, utility account** (e.g., checking account, savings account, utility bill, medical/health insurance account, credit card, or loan statement) The statement must contain your physical (street) address of your current residence address AND match your full legal name as it appears on your Government issued photo ID. Financial and utility account statements must have the full account number and statement date (within 60 days) visible as well.

4. Send the completed Registration Form (next page only) and the copy of your ID(s) (from step 3) to ORC via certified mail, UPS, or Federal Express at the following address:

Attn: CSP Registration
Operational Research Consultants, Inc.
11250 Waples Mill Road
South Tower, Suite 210
Fairfax, VA 22030

Page 1 of 2

ORC eAuthentication Registration Form (CSP Level 2) Page 2 of 2

Token ID: larry5517@

Full Legal Name: John Smith
Date of Birth: Jan 01, 1948
Place of Birth: Washington, DC USA
SSN (last 4 digits): 1234
Email: larry5517@yahoo.com
Home/Residence Address: 123 Maple Ave Washington, DC 20590 USA
Home Phone: 202-368-8000
Work Phone: 202-368-5000

STOP: Do not fill out this page. ONLY a Notary Public or an ORC representative can fill out this page.

IDENTITY VERIFICATION SECTION

On the ____ day of _____, 20____, an individual who identified him/herself to me as _____ [Subscriber's FULL Name] personally appeared before me and:

- A. Presented me with a valid current, government-issued photo ID (e.g. passport or driver's license), bearing the above name;
B. Signed this Certificate Request Form before me in the space that follows below:

Subscriber Signature: _____

Photo ID type: _____ Photo ID #: _____

Reserved for notary stamp/seal

Notary/LRA Name: _____

Notary/LRA signature: _____

Commission expiration date: _____

Date: _____ Time: _____

Figure 6: ORC Registration Print Instruction.

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Activate your account by clicking on the link in the email sent from CSP_DoNotReply@orc.com. See below.

CSP_DoNotReply@orc.com

CSP Token User,

To activate your ORC Credential Service Provider (CSP) Token please click the link below, or paste it into a web browser.

<https://saml2.orc.com/saml2reg/activation.html?uid=larry5517@&activationCode=>

SECURITY POLICES:

1. Identity credentials are for an individual's use only. Sharing or group use of one person's identity credential is a violation of the Security Policy and is strictly prohibited. If multiple people from an organization have a need to access a Government Service, each individual is required to register for and obtain their own identity credential. Identity credentials are free and not difficult to acquire.
2. Passwords are NEVER to be shared or communicated (i.e., sent in an email) to ANYONE. Passwords are not shown when you create them and they are encrypted when stored in the database. They cannot be read by ORC CSP personnel. Therefore, only YOU have possession of YOUR password and only YOU have the ability to change it.

Any real or perceived violation of these two Security Policies will result in the immediate REVOCATION of your credential. By activating your account you are accepting and agreeing to the terms and conditions of these Security Policies.

For immediate assistance please visit our [FAQ](#) page. If you need further help please contact CSPHelp@orc.com.

After clicking on the link in the email, enter the user identification and password you previously created (see figure 6) in the appropriate fields in the login section. Upon successful login, you will see the screen shown in figure 7 below. This initial login establishes Level 1 credentials. After ORC has verified your notarized personal information, you will receive another email with instructions on how to activate your Level 2 credentials. If you have any questions with the ORC process, please send an email to CSPHelp@orc.com.

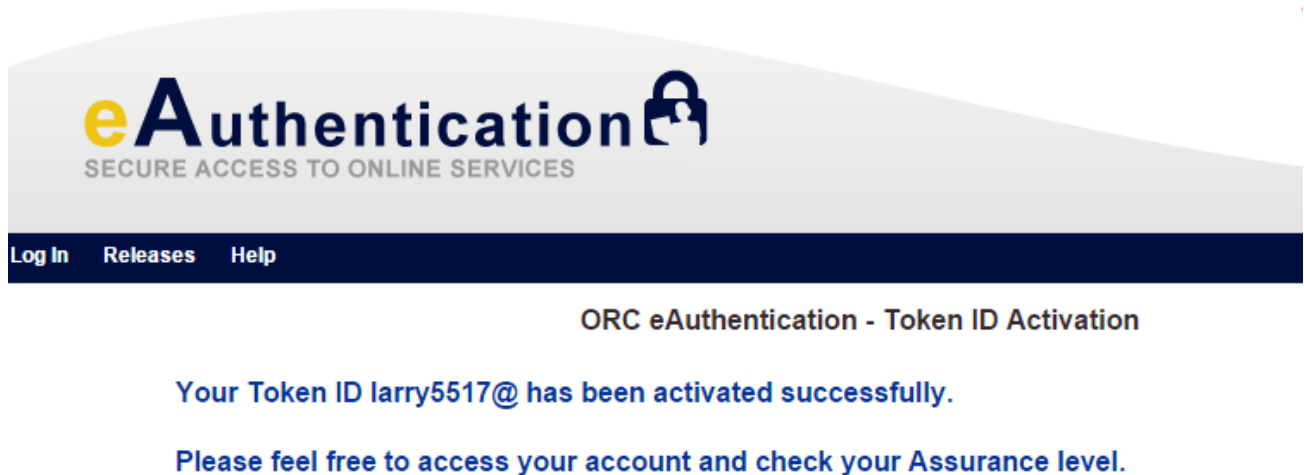


Figure 7: ORC e-Authentication – User ID Activation.

UPACS Registration

-1-

Go to <https://fhwaapps.fhwa.dot.gov/>. FHWA Information Systems – UPACS Login screen is displayed. Click the **Register Now** button on the left of **To Establish a UPACS Account**. See figure 1 below.

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Help | Feedback

FHWA Information Systems - UPACS Login

[File Transfer Registration](#) [UPACS Administrators](#) [Phone List](#) [System Availability](#) [System Requirements](#) [FAQ](#)

UPACS = User Profile and Access Control System


Log in to UPACS using UPACS credentials

UPACS User-Id:

UPACS Password:


[Login](#)

Log in to UPACS using PIV card



[Detailed Information on PIV](#)

Log in to UPACS using ORC credentials



* By logging into FHWA Information Systems, you indicate your awareness of and consent to the [Terms and Conditions of Use and Rules of Behavior](#), and the [Privacy Policy](#).

- To Change or Reset Your Password: [Reset Password](#)
- To Change or Reset Your PIN: [Reset PIN](#)
- To Establish a UPACS Account: [Register Now](#)

[Feedback](#) | [Privacy Policy](#) | [Exit](#)

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Figure 1: UPACS Login screen.

The **UPACS Rules Of Behavior** screen is displayed. After reading the rules, click the **checkbox** at the bottom of the screen to accept rules, and then click **Next**. See figure 2 below.

FHWA Information Systems - UPACS Rules Of Behavior

Cancel

All users of Federal applications are required to acknowledge and accept security mandated "Rules of Behavior." Rules of Behavior outline what you are expected to do with regards to "Security" while using any FHWA Application.

You must agree to these rules now and then re-affirm this agreement yearly or when your security level changes.

Revised on November 4, 2010

Terms and Conditions of Use

You are attempting to access a Federal computer system, which is the property of the United States Government. It is for authorized use only.

Unauthorized access to this United States Government computer system is prohibited by Title 18, "Crimes and Criminal Procedure", United States Code, Section 1030, "Fraud and Related Activity in Connection with Computers." Knowingly or intentionally accessing the computer system without authorization or with intent to defraud could result in a fine, imprisonment, or both.

To protect the system from unauthorized use, system administrators monitor this system. Anyone using this system expressly consents to such monitoring and is advised that if monitoring reveals possible evidence of criminal activity, such evidence may be provided to law enforcement officials.

Unauthorized or improper use of this system will result in administrative disciplinary action and civil and criminal penalties.

By continuing to use this system you indicate your awareness of and consent to the following "Rules of Behavior".

Rules of Behavior For a User

I will not knowingly introduce any malicious code into DOT computer systems nor will I attempt to bypass or circumvent its security features.

I will protect all passwords issued to me and will not disclose them to anyone. I will change my password immediately when I suspect that my password may have been compromised. I will not store any User-Id or Passwords in the Internet Explorer AutoComplete feature or in any file on my workstation.

I will immediately notify the appropriate system administrator or other designated access control manager when I no longer require access to FHWA systems because of transfer, completion of project, retirement, or termination of employment.

I will protect sensitive unclassified information from unauthorized access, disclosure, modification, misuse, damage, or theft regardless of where it is processed or stored.

I understand that as a user of FHWA systems, I may have access to sensitive information including but not limited to passwords, PINs, financial account names/numbers and must protect that information from unauthorized disclosure. This includes not only securing information printed from FHWA systems but ensuring that sensitive information displayed on my computer monitor is not visible to unauthorized individuals. I further understand that to protect sensitive information, I may have to locate my computer monitor or workstation screen away from doors, windows, or other openings in my work environment.

I will not disclose confidential data obtained through FHWA systems to anyone other than personnel who are authorized to view this data.

I will not try to access systems or data to which access has not been authorized and I understand that I will be held accountable for my actions on FHWA systems.

I will immediately notify the FHWA Information System Security Officer (ISSO) and appropriate system owner of any security incident or violation.

Federal law provides for punishment consisting of a fine under Title 18, U.S. Code and up to 10 years in jail for intentionally accessing a government information system without authorization, and altering, damaging, or destroying information, or preventing authorized use of the system.

☐ By checking this box, I understand, agree with, and will comply with the above "Terms and Conditions of Use" and "Rules Of Behavior For a User".

NextCancel

[Feedback](#) | [Privacy Policy](#) | [Exit](#)

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Figure 2: Rules of Behavior screen.

The **UPACS Registration Profile** screen is displayed. Fill in all the mandatory fields (indicated by a red asterisk, “*”). See figure 3 below.

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Federal Highway Administration

[Help](#) | [Feedback](#)

FHWA Information Systems - UPACS Registration Profile

* Please enter and carefully verify this general profile information. "First Initial" and "Last Name" will be used to form your unique UPACS User-Id, with a tie-breaking digit added if needed. The Secret Word and the last 4 digits of your Social Security Number (SSN) needed to verify your identity in certain situations. Click "Help" for more information.

Items preceded with an * are required.

Personal Information

*Last Name:

*First Name:

*First Initial:

Middle Initial:

Nick Name:

Suffix: (Jr, III, etc.)

*E-mail Address:

Home Phone:

Personal Cell Phone:

Confidential Information - The following information is covered by the Privacy Act of 1997.

OTHER THAN THE PERSON NAMED ABOVE: Under no circumstance should this information be disclosed by any means of communication to any person, or to other agency, except as pursuant to a written request by, or with the prior written consent of, the individual named above.

Enter easy-to-remember secret word.

*Secret Word:

* Re-enter Secret Word:

*Social Security Number:

* Re-enter Social Security Number:

FHWA employees should enter the complete Social Security Number, all others should enter the last 4 digits of SSN.

Office Information

*Address 1:

Address 2:

*City:

*State: - Select -

*Zip:

* Office Phone:

Ext:

TTY User?: ☐ Yes ☒ No

Intercom:

Private Office Phone:

Office Cell Phone:

Office Pager Number:

Office Fax:

NEXTEL Cell Phone:

NEXTEL Direct Connect:

Room Number:

Building Name:

Emergency Contact Information

Home Address 1:

Home Address 2:

Home City:

Home State: - Select -

Home Zip:

Home Email:

Emergency Duty: N/A

Work Schedule

Hours: --Select-- To: --Select--

R.D.O: -----Select-----

Early Day: -----Select-----

Telecommute:

First Point of Contact

Name:

Relationship:

Telephone Number: (Format 2021111111) Ext: TTY: ☐ Yes ☒ No

Alternate Number: (Format 2022222222) Ext: TTY: ☐ Yes ☒ No

Second Point of Contact

Name:

Relationship:

Telephone Number: (Format 2023333333) Ext: TTY: ☐ Yes ☒ No

Alternate Number: (Format 2024444444) Ext: TTY: ☐ Yes ☒ No

Organization Information

[Change Organization/Routing Symbol](#)
 Click Here

*Organization Group:
 *Organization:
 Routing Symbol:
 Designator:

Other Information

*Reason for UPACS Access:

[Feedback](#) | [Privacy Policy](#) | [Exit](#)

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Figure 3: UPACS Registration Profile Screen

On the Registration Profile screen (see above), to enter **Organization Information**, click on the blue lettering [Change Organization/Routing Symbol](#). A popup screen will appear (see figure 4 below). You should pick **STATE DOT** or **MPO** as your organization, and then click, **Save** (please read the text at the top of the popup screen). When you are finished entering data in your profile, click **Submit** at the bottom of the page (see figure 3 above).

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[Help](#)

UPACS - Select User Organization and Routing Symbol

[Exit](#)

To select or change the Organization and Routing Symbol in your UPACS Profile, either scroll down the list of Organizations until you find the one you need or using the Organization Group links, jump to the group you need and begin scrolling from there.

Once you find the correct Organization, click the correct Organization Code and the appropriate associated Routing Symbol. Note: Only FHWA Organization Codes will have an associated Routing Symbol.

Before leaving the screen, you must click the <Save> button to keep these selections.

Organization Group Links

FHWA Division	FMCSA Division	MPO
FHWA Federal Lands	FMCSA HQ	Other DOT Agency
FHWA Field Services		Other Federal Agency
FHWA HQ		Other State Localities
		STATE DOT

Figure 4: UPACS Organization and Routing Symbol popup screen.

The **UPACS Registration Submitted** screen is displayed. This screen verifies successful completion of UPACS registration. It states that you will receive an email when you are approved. See figure 5 below.

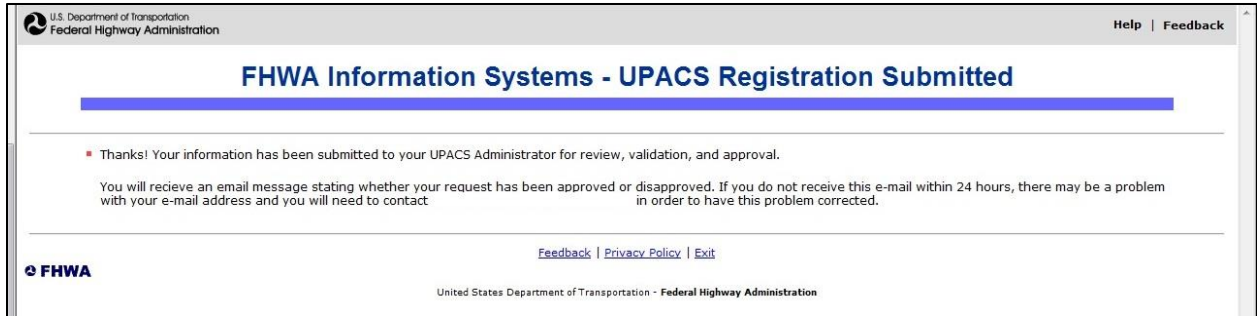


Figure 5: UPACS Registration Submitted screen.

Using ORC to Login to FHWA Applications

-1-

Go to <https://fhwaapps.fhwa.dot.gov/>. The **FHWA Information Systems – UPACS Login** page is displayed. Click the **E-Auth** icon under **Log in to UPACS using ORC credentials**. See figure 1 below.

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Help | Feedback

FHWA Information Systems - UPACS Login

[File Transfer Registration](#) [UPACS Administrators](#) [Phone List](#) [System Availability](#) [System Requirements](#) [FAQ](#)

UPACS = User Profile and Access Control System

Log in to UPACS using UPACS credentials
UPACS User-Id:
UPACS Password:

Log in to UPACS using PIV card

[Detailed Information on PIV](#)

Log in to UPACS using ORC credentials

CLICK HERE

* By logging into FHWA Information Systems, you indicate your awareness of and consent to the [Terms and Conditions of Use and Rules of Behavior](#), and the [Privacy Policy](#).

- To Change or Reset Your Password:
- To Change or Reset Your PIN:
- To Establish a UPACS Account:

[Feedback](#) | [Privacy Policy](#) | [Exit](#)

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Figure 1: UPACS login screen.

The **ORC eAuthentication – Relying Party Login** screen is displayed. Enter your ORC user identification and password and click the **Login** button. See figure 2 below. Please note that your ORC user identification may be different than your UPACS identification, as it was established during the credentiaing process with ORC.

The screenshot displays the ORC eAuthentication - Relying Party Login interface. At the top, the eAuthentication logo is on the left, and the ORC logo (a widepoint company) is on the right. Below the logos is a dark blue navigation bar with links for 'Log In', 'Releases', and 'Help'. The main content area has the heading 'ORC eAuthentication - Relying Party Login' and a sub-heading 'Login to Access FHWA Information Systems - UPACS'. The login form is centered and contains the following elements:

- A dark blue header bar with the word 'Login' in white.
- Two input fields: 'Token ID:' and 'Password:'.
- A blue 'Login' button.
- Three red links: 'Forgot Password?', 'Forgot Token ID?', and 'Forgot Security Questions?'.

The footer of the page reads 'Operational Research Consultants, Inc. Copyright © 2015'.

Figure 2: ORC eAuthentication Login screen.

When you login to UPACS through ORC for the first time, the **FHWA Information Systems – UPACS Login** screen is displayed (see figure 3 below). Enter your UPACS user identification. Initially, enter the following for the UPACS user password: Secret Word plus the last four digits of your Social Security number (without spaces). Then click the **Login** button. You will then be prompted to create another password. The rules are accessible through the link provided.

FHWA Information Systems - UPACS Login

File Transfer Registration | UPACS Administrators | Phone List | System Availability | System Requirements | FAQ

UPACS = User Profile and Access Control System

Please log in using your UPACS user ID and password. Your future logins using E-Authentication will not require this step. If you do not have a UPACS account, click "Register Now" below for access.
You can go back to the E Auth Portal by clicking [E Auth Portal](#).

UPACS User-Id:
UPACS Password:

* By logging into FHWA Information Systems, you indicate your awareness of and consent to the [Terms and Conditions of Use and Rules of Behavior](#), and the [Privacy Policy](#).

- To Change or Reset Your Password:
- To Change or Reset Your PIN:
- To Establish a UPACS Account:

Figure 3: The UPACS Login screen is displayed to users logging into UPACS through ORC for the first time.

Upon successful UPACS login, the **FHWA Information Systems – UPACS Production Menu** is displayed with the message, “Your UPACS account has been successfully linked to your ORC account.” See figure 4 below.

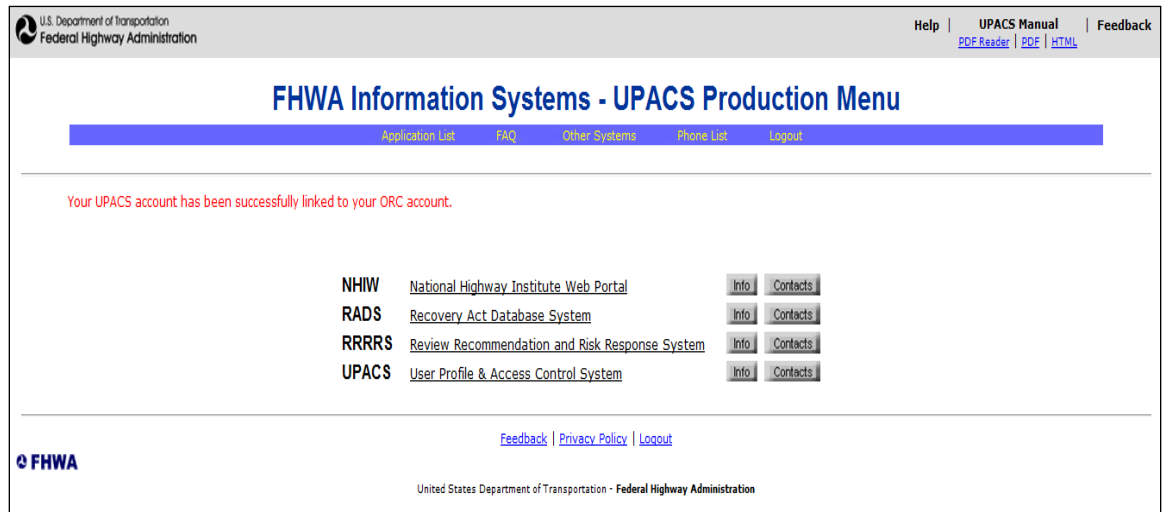


Figure 4: UPACS Production Menu screen.

After the user logs into UPACS through ORC for the first time, the user is taken directly to the **FHWA Information Systems - UPACS Production Menu**. See figure 5 below.

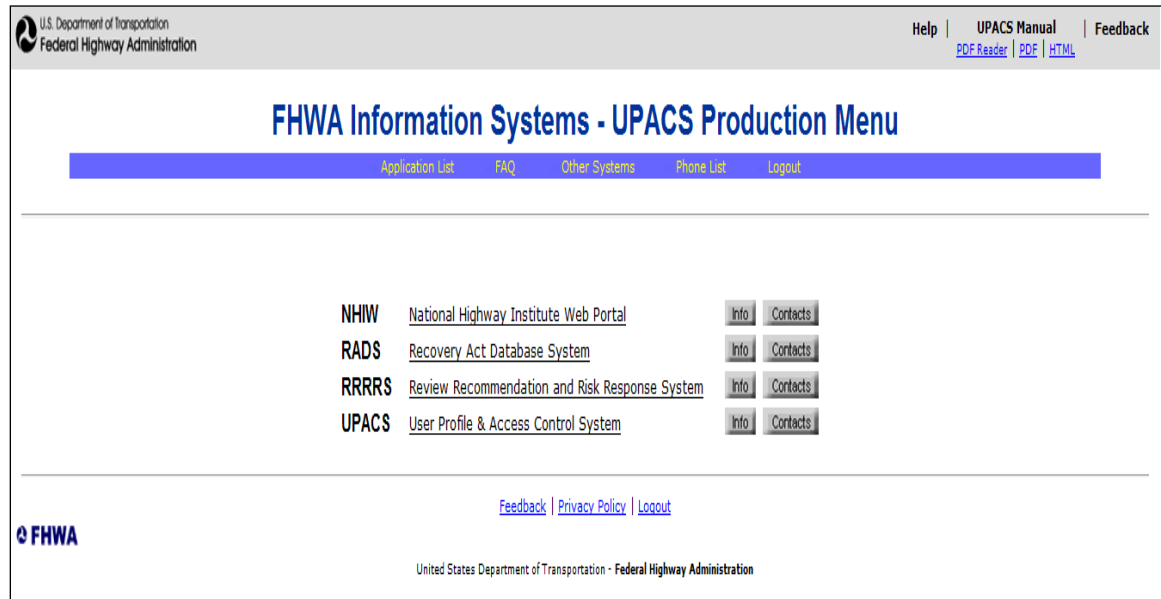


Figure 5: The UPACS Production Menu screen is displayed after you have logged into UPACS through ORC.

If the application you need to access is not listed, contact the FHWA POC for the application that you need. The POC will grant you the proper rights and permissions. Click on the **Application List** (see above) in the blue menu bar for the contact.